

		Weekly Report																				
		Week Ending																				
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	10/30/2021	10/23/2021	10/16/2021	10/9/2021	10/2/2021	Sept	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
	# Indexes Complete	1,139	1,262	1,505	1,770	2,218	16,598	27,445	12,912	3,222	2,377	2,136	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	171,382
	% Indexes Complete	710	814	992	1,283	1,556	11,269	15,745	8,477	2,325	1,765	1,651	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	126,328
	# Indexes unreachable (Max Attempts)	62.3%	64.5%	65.9%	72.5%	70.2%	67.9%	57.4%	65.7%	72.2%	74.3%	77.3%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	73.7%
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	415	440	497	469	636	5,186	11,337	4,294	864	602	473	624	1,896	5,476	4,749	2,947	982	494	809	651	42,731
	# Indexes Attempted calls (all completions + at least 1 attempt)	36.4%	34.9%	33.0%	26.5%	28.7%	31.2%	41.3%	33.3%	26.8%	25.3%	22.1%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	24.9%
	Average time from Index Received to Index Reached	1,139	1,262	1,505	1,770	2,217	16,595	27,441	12,912	3,222	2,377	2,136	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	171,337
	Average Index Handle Time	0.01:22:41	0.02:40:29	0.01:39:24	0.00:44:10	0.01:35:33	0.09:07:34	0.10:49:51	0.04:29:12	0.02:35:52	0.02:40:17	0.01:58:51	0.05:37:42	0.04:54:30	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:39:35
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	0.00:14:32	0.00:14:30	0.00:13:34	0.00:14:57	0.00:13:32	0.00:12:33	0.00:12:38	0.00:14:52	0.00:15:46	0.00:16:16	0.00:15:02	0.00:15:29	0.00:11:03	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:11:21
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	61.6%	63.1%	65.0%	72.4%	70.2%	60.8%	47.3%	62.7%	70.0%	76.6%	76.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	70.0%
Contacts	# contacts generated	99.6%	99.8%	99.9%	100.0%	100.0%	99.5%	94.6%	100.0%	100.0%	99.9%	99.5%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	97.8%
	# contacts generated per Index Complete	1,722	1,921	2,177	2,679	3,344	23,985	30,465	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	267,565
	% contacts complete	2.4	2.4	2.2	2.1	2.1	2.1	1.9	1.8	1.9	2.2	2.2	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.1
	# contacts unreachable (Max Attempts + missing phone numbers)	1,313	1,463	1,769	2,279	2,831	19,400	21,338	11,589	3,540	3,099	3,063	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	212,557
	% contacts unreachable (Max Attempts + missing phone numbers)	76.2%	76.2%	81.3%	85.1%	84.7%	80.9%	70.0%	75.3%	81.0%	81.1%	84.0%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	79.4%
	# contacts attempted calls (all completions + at least 1 attempt)	392	453	403	398	508	4,550	9,012	3,716	831	723	583	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	53,076
	Average Time from Contact Generated to Contact Reached	22.8%	23.6%	18.5%	14.9%	15.2%	19.0%	29.6%	24.1%	19.0%	18.9%	16.0%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	19.8%
	Average Contact Handle Time	1,722	1,921	2,177	1,677	3,342	23,971	30,404	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	266,491
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	0.01:02:29	0.01:28:27	0.00:48:54	0.00:45:42	0.01:17:19	0.06:24:27	0.11:18:20	0.05:05:52	0.02:23:19	0.02:42:59	0.01:25:46	0.01:30:31	0.05:40:18	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.09:59:11
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	0.00:09:57	0.00:10:01	0.00:09:10	0.00:10:08	0.00:09:47	0.00:09:44	0.00:10:32	0.00:10:45	0.00:10:09	0.00:10:58	0.00:10:49	0.00:10:25	0.00:09:23	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:53
	Average Time from receipt of initial case name to full completion of all related contacts	75.8%	75.8%	81.2%	85.0%	84.7%	75.3%	59.7%	72.8%	79.1%	83.9%	83.4%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	75.8%
		99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	95.8%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	98.1%